

In the Claims:

The following listing of claims replaces all prior versions and listing of claims. The claims identified herein as (New) were previously presented as such, but are herein resubmitted bearing the (New) claim identifier so as to comply with the requirements set forth in Section No. 3, Page 3 of the Detailed Action dated November 14, 2007. No new matter has been added.

1-73. (Cancelled)

74. (New) A method for managing communications, comprising:

processing inbound calls;

processing outbound calls;

obtaining a statistic on said outbound calls; and

adjusting said processing of said inbound calls based upon said statistic.

75. (New) The method of claim 93, wherein said step of processing inbound calls comprises connecting said inbound calls to agents; and said step of adjusting said processing comprises reducing the

number of said inbound calls which are connected to said agents if  
said statistic exceeds a predetermined value.

76. (New) The method of claim 93, wherein said step of processing  
inbound calls comprises connecting said inbound calls to agents;  
said step of obtaining a statistic on said outbound calls  
comprises obtaining information on the duration of said outbound  
calls, and said step of adjusting said processing comprises  
reducing the number of said inbound calls which are connected to  
said agents if said duration exceeds a predetermined value.

77. (New) A method for managing communications, comprising:  
processing inbound calls;  
processing outbound calls;  
obtaining a statistic on said inbound calls; and  
adjusting said processing of said outbound calls based upon  
said statistic.

78. (New) The method of claim 96 wherein said step of processing  
outbound calls comprises initiating said outbound calls, and said  
step of adjusting comprises reducing the number of said outbound

calls which are initiated if said statistic exceeds a predetermined value.

79. (New) The method of claim 96 wherein said step of processing outbound calls comprises initiating said outbound calls, said step of obtaining a statistic on said inbound calls comprises obtaining information on the duration of said inbound calls, and said step of adjusting said processing comprises reducing the number of said outbound calls which are initiated if said duration exceeds a predetermined value.

80. (New) A method for managing communications, comprising:  
providing for the processing inbound calls;  
providing for the processing outbound calls;  
obtaining a statistic on said inbound calls; and  
providing for adjusting said processing of said outbound calls based upon said statistic.

81. (New) The method of claim 99 wherein said step of providing for the processing outbound calls comprises initiating said outbound calls, and said step of providing for adjusting said

processing comprises reducing the number of said outbound calls which are initiated if said statistic exceeds a predetermined value.

82. (New) The method of claim 99 wherein said step of providing for the processing of outbound calls comprises initiating said outbound calls, said step of obtaining a statistic comprises obtaining information on the duration of said inbound calls, and said step of providing for adjusting said processing comprises reducing the number of said outbound calls which are initiated if said duration exceeds a predetermined value.